Verizon 9100EM Router Troubleshooting

You can use the Power, Internet, and Ethernet lights on the front panel of the Verizon router to help diagnose home networking connectivity problems. Follow the steps below to diagnose and test the possible solutions for any connectivity problems you are experiencing.

Note: You might want to print these directions to make the troubleshooting process easier.

1. Is the Power light illuminated?

    - **Light is** green: The Verizon router power is on. Go to Step 2.

    - Light is n**ot solid green**: The router isn't getting power.

2. Is the WAN Coax light illuminated?

    - **Light is green**: The connection between the router and Verizon Online is established. Go to Step 3.

    - **Light is off**: Your router is unable to connect to the Verizon FiOS service.

3. Is the Internet light illuminated?

    - **Light is green**: The transmission of data is confirmed. Go to Step 4.

    - **Light is off**: Data transmission is not confirmed.

4. If the Verizon router is connected to your computer using an Ethernet cable, are any **Ethernet** lights illuminated (E1, E2, E3, or E4)?

    - **Light for the port where a cable is connected is green**: The Ethernet connection between the router and the computer or network device is established. Go to Step 5.

Diagnostic LEDs on Verizon 9100EM Router

    - **Light for the port where a cable is connected is off**: No link is established between the Verizon router and your computer or network device.

5. Reboot your computer by turning it off, waiting for 45 seconds, and then turning it back on. Re-check your router lights.

6. Disconnect all networked computers and restart the computer connected to the router. Reconnect the other computers one-by-one to isolate the problem.

7. If you still can't connect to the Internet, please contact Verizon Fiber Solutions Center at (888) 553-1555.

Using the Power light to troubleshoot the Verizon 9100 EM router

1. Power light is off

   - The router isn't getting power.
   - Confirm that the power switch on the back panel of the router is in the "on" position.
   - If the Power light is still not green, check the connection between the power cord and the back of the Verizon router.
   - Check the green light on the power plug that is connected to the electrical outlet or power strip. If the light isn't illuminated, remove the power plug and plug it back in securely until the green light is illuminated
   - If the green light on the power plug is illuminated, the power switch is "on," but the Power light on the front panel of the router isn't illuminated, please contact Verizon Fiber Solutions Center at (888) 553-1555.

2. Power light is flashing red

   - The router is initializing. If the Power light doesn't display steady green after a minute, turn off the power switch on the back panel of the Verizon router for 45 seconds and then turn it back on.
   - If the power light is now solid green but you can't connect to the Internet, continue with Troubleshooting Step 2.
   - If the Power light still isn't illuminated, please contact Verizon Fiber Solutions Center at (888) 553-1555.

Using the WAN Coax light to troubleshoot the Verizon 9100EM router

1. The most common cause of a lost connection to your FiOS service is a bad connection between the router and your FiOS wall connection.

   - Check the connection where the coaxial cable attaches to the coaxial connection on the back of the Verizon router.

   - Check connection where the same coaxial cable attaches to your FiOS wall connection.

2. If the WAN Coax light is now illuminated but you can't connect to the Internet, continue with Troubleshooting Step 3.

3. If the WAN Coax light remains off, contact the Verizon Fiber Solutions Center at (888) 553-1555.

Using the Internet light to troubleshoot the Verizon 9100EM router

1. Verify that your Ethernet cable connection to the Ethernet WAN port on the back panel of the router is securely

2. Check the connection where the Ethernet cable connects to your FiOS connection.

3. If the Internet light still isn't illuminated, there may be a service outage in your area. If you have a mobile phone with Internet access, you can enter **http://cgi.verizon.net/systemstatus/default.asp?template=central** to display the Verizon System Status page.

4. If the Internet isn't illuminated and there is no service outage, continue with Troubleshooting Step 4.

5. If the Internet light still isn't illuminated, please contact Verizon Fiber Solutions Center at (888) 553-1555.

Using the Ethernet LAN lights to troubleshoot the Verizon 9100EM router

An Ethernet light should be illuminated for each port (1-4) where you have an Ethernet cable connected. If you have an Ethernet cable plugged into a port that does not have its light illuminated, follow the steps below to diagnose the problem.

1. Plug the yellow Ethernet cable into a different available Ethernet port in the back of the router.

2. If the Ethernet light is still off, verify that you plugged the other end of the Ethernet cable securely into the Network Interface Card (NIC) in your computer.

3. If the Ethernet light is still off, use Windows Device Manager to verify that your NIC is working correctly.

4. If the Ethernet light is now illuminated but you still can't connect to the Internet, continue with Troubleshooting Step 5.

5. If the Ethernet light remains off, contact the Verizon Fiber Solutions Center at (888) 553-1555.

Verizon Online

Check for network adaptor problems using Device Manager

1. Right-click the **My Computer** icon on the desktop.

2. Select **Properties** from the menu. The System Properties window appears.

3. If you're using Windows Vista, simply click **Device Manager**. If you're using an earlier version of Windows, select the **Hardware** tab and then **Device Manager**.

4. When Device Manager displays, expand Network Adaptors by clicking on the plus (**+**) sign. Problems with the network adaptor (or other hardware devices) are indicated with a yellow exclamation mark.
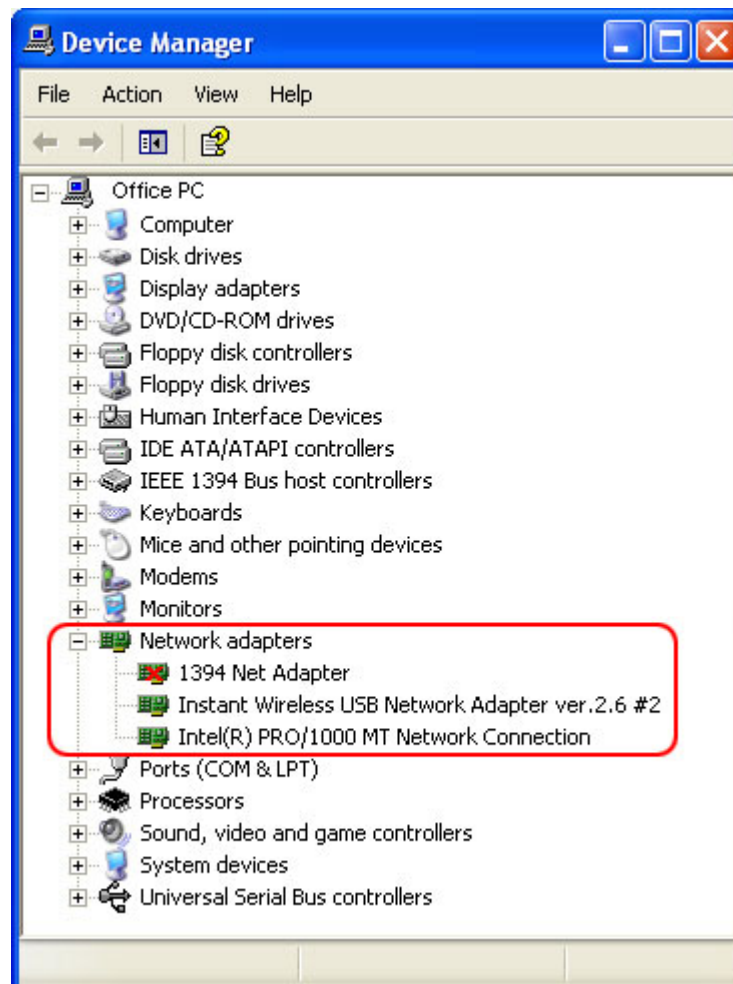
5. Close the Device Manager window.